

CLAIMS

What is claimed is:

1 1. A display tool that provides queue and agent statistics associated
2 with a plurality of telecommunications events for viewing on a display
3 interconnected to a network, the display tool comprising:

4 a first module configured to receive data associated with each of
5 the plurality of telecommunications events, and to place the data in a
6 first format; and

7 a second module configured to receive the data in the first
8 format, and to place the data in a second format accessible by an
9 information handling system, the information handling system being
10 capable of creating a display window to display, in real-time, a portion
11 of the data in the second format in graphical and textual
12 representations on the display.

1 2. The display tool according to Claim 1, wherein the first module
2 is executed on a first server.

1 3. The display tool according to Claim 2, wherein the second
2 module is executed on a second server interconnected to the network.

1 4. The display tool according to Claim 1, wherein the data in the
2 first format includes

3 a first field including a telecommunications switch extension
4 number that provides information about the nature of a
5 telecommunications event;

6 a second field including a number of previous
7 telecommunications events having related telecommunications switch
8 extension numbers that are awaiting service; and
9 a third field including a time value of a longest duration that
10 one of the number of previous telecommunications events has been
11 awaiting service.

1 5. The display tool according to Claim 4, wherein the data in the
2 first format further includes a fourth field including information identifying
3 a site to which the telecommunications event associated with the data is
4 directed.

1 6. The display tool according to Claim 5, wherein the
2 telecommunications event is a telephone call from a customer requesting
3 information.

1 7. A display tool that provides queue and agent statistics associated
2 with a plurality of telecommunications events for viewing on a display
3 interconnected to a network, comprising:

4 means for receiving data associated with each of the plurality of
5 telecommunications events and for placing the data in a first format;
6 and

7 means for receiving the data in the first format and for placing
8 the data in a second format;

9 means for accessing the data in the second format; and

means for creating a display window to display, in real-time and in graphical and textual representations, a portion of the data in the second format on the display.

8. A call distribution system comprising:

a first automatic call reporting unit located at a first site, the first automatic call reporting unit being coupled to a publicly accessible communication medium;

a first server coupled to the first automatic call reporting unit, the first server being capable of receiving data including queue and agent statistics and of placing the data in a table format; and

at least one computer coupled to the first server, the at least one computer being capable of executing at least one software module to control the at least one computer to retrieve the data in the table format, and to create a display window to display, in real-time, a portion of the data on a monitor of the at least one computer.

9. The call distribution system according to claim 8, wherein the publicly accessible communication medium is one of a plurality of telephone lines and a predefined frequency range.

10. The call distributed system according to Claim 8 further comprising:

a communication link coupled to the first server;

a second server coupled to the communication link; and

a second automatic call reporting unit coupled to the second server and placed at a second site remotely located from the first site,

7 wherein the communication link, the second server and the second
8 automatic call reporting unit would enable an agent located at the first
9 site to monitor a queue normally supported by the second automatic
10 call reporting unit remotely located from the first site.

1 11. The call distributed system according to Claim 10, wherein the
2 communication link includes a wide area network.

1 12. The call distributed system according to Claim 11, wherein the
2 first server is a computer operative under a network communication protocol
3 including a Transmission Control Protocol/Internet Protocol ("TCP/IP").

1 13. The call distributed system according to Claim 10, wherein each
2 of said first and second automatic call reporting units include
3 a public broadcast exchange device capable of receiving a
4 plurality of calls directed to the first site, and containing the plurality of
5 calls in at least one predetermined queue; and
6 a call management service server capable of monitoring the at
7 least one predetermined queue to obtain queue and agent statistics
8 associated with the plurality of calls.

1 14. The call distributed system according to Claim 13, wherein the
2 queue and agent statistics obtained by the call management service server are
3 placed in a record format that includes

4 a first field including a telecommunications switch extension
5 number that provides information about the nature of one of the
6 plurality of telephone calls;

7 a second field including a number of outstanding calls associated
8 with the telecommunications switch extension number that are
9 awaiting service; and
10 a third field including a time value of a longest duration that
11 one of the number of outstanding calls has been awaiting service.

1 15. The call distributed system according to Claim 14, wherein the
2 record format further includes a fourth field including information
3 identifying which of said first and second sites the one of the plurality of calls
4 is directed.

1 16. A call distribution system comprising:
2 first call reporting means for receiving a plurality of calls
3 through a publicly accessible communication medium, temporarily
4 storing the plurality of calls in a pre-assigned queue, obtaining a first set
5 of call statistics pertaining to the plurality of calls and routing the
6 plurality of calls to a computing means, the first call reporting means
7 being located at a first site;

8 first server means for receiving the first set of call statistics,
9 including queue and agent statistics, and for placing the first set of call
10 statistics in a table format, the first server means being coupled to the
11 first call reporting means; and

12 computing means for executing at least one module to control
13 the computing means to retrieve the first set of call statistics in the
14 table format, and for creating a display window to display in real-time,
15 a portion of the first set of call statistics on a monitor of the computing
16 means.

1 17. The call distribution system according to claim 16, wherein the
2 publicly accessible communication medium is one of a plurality of telephone
3 lines and a predefined frequency range.

1 18. The call distributed system according to Claim 16 further
2 comprising:

3 bus means for transferring the first set of call statistics obtained
4 by the first call reporting means, and a second set of call statistics
5 obtained by a second call reporting means;

6 second server means for receiving the first and second sets of call
7 statistics, the second server means being coupled to the bus means; and

8 the second call reporting means, configured to operate in
9 combination with the second server means and the bus means, for
10 enabling an agent located at the first site to monitor a queue normally
11 supported by the second call reporting means remotely located from
12 the first site.

1 19. The call distributed system according to Claim 18, wherein the
2 bus means includes a wide area network.

1 20. The call distributed system according to Claim 16, wherein the
2 first call reporting means includes

3 a public broadcast exchange device capable of receiving a
4 plurality of calls directed to the first site, and storing the plurality of
5 calls in at least one predetermined queue; and

6 a call management service server capable of monitoring the at
7 least one predetermined queue to obtain queue and agent statistics
8 associated with the plurality of calls.

1 21. The call distributed system according to Claim 20, wherein the
2 queue and agent statistics obtained by the call management service server are
3 placed in a record format that includes

4 a first field including a telecommunications switch extension
5 number that provides information about the nature of one of the
6 plurality of telephone calls;

7 a second field including a number of outstanding calls associated
8 with the telecommunications switch extension number that are
9 awaiting service; and

10 a third field including a time value of a longest duration that
11 one of the number of outstanding calls has been awaiting service.

1 22. The call distributed system according to Claim 21, wherein the
2 record format further includes a fourth field including information
3 identifying one of a plurality of sites, including said first site, the one of the
4 plurality of calls is directed.

1 23. A method for providing a queue and agent statistics associated
2 with a plurality of telecommunications events for viewing on a monitor of a
3 computer interconnected to a network, the method comprising the steps of:

4 receiving data associated with each of the plurality of
5 telecommunications events;

6 placing the data in a first format;

